

TL'ETINQOX

STRATEGIC WORKING SESSION
MAY 2018

OUR TL'ETINQOX



CCP Phase 2: Strengthening Our Workplace Culture and Structures

TL'ETINQOX VISION

*?Elhelh
nagwedinti,
jid gunda[^]
tughedilh*

Moving forward together with strength

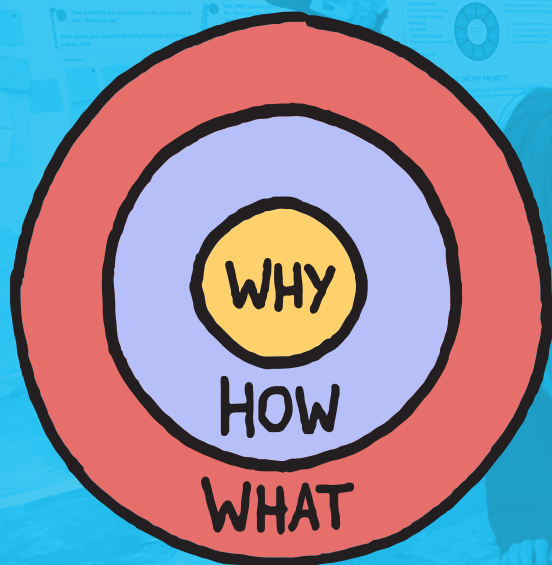


STRATEGIC WORKING SESSION OVERVIEW

Tl'etinqox is a community with tremendous strength and vision, as was demonstrated through the CCP planning process on May 3-5, 2018 in Quesnel, BC. Twenty-six people met over 2 ½ days to clarify Tl'etinqox's vision, to increase communication and understanding, strengthen the culture of working together, establish organizational structure, and prioritize top action items in key areas.

The working sessions opened with a circle the first evening, with medicines in the centre along with artifacts representing some of the milestones of the past year (since the community engaged in Phase I CCP). Chief Joe demonstrated the significance of shifting the colors of the ceremonial vests worn in Ottawa during the Prime Minister's exoneration of the Tsilhqot'in Chiefs (March 2018); he also brought in and cleansed a brand new staff carved from local Juniper that survived the wildfires of 2017. The opening circle invited space to name intentions and individual strengths, and created a strong positive tone for moving forward together.

Warriors
Leadership
Coming Together **Water**
Love of Community
Land **Tradition**
Cultural Knowledge **Land Title**
Language **Stepping in**
Dedication **Resources**
History *Gratitude*
Children **Determination**
Heart
Celebration



In Phase I, TI'etinqox accomplished clarity on "WHY" planning is a priority through getting to know itself as a community (household surveys and community engagement) and agreeing on a common vision. Many "WHAT" items were also identified and narrowed to 100 ideas for positive community change and growth. Phase II's focus is primarily on "HOW" to accomplish movement on the chosen top action priorities. We spent the first day unpacking organization dynamics - what is working well and what is not working well. We also began to develop a clear organizational structure to support effective teamwork using modern models and Indigenous All My Relations worldview (Medicine Wheel).

The purpose of the Strategic Working Session was the following:

- To bring key personnel, Council and Chief together to increase communication and understanding of how to move forward together in strength.
- To strengthen the culture of working together towards a common purpose
- To establish organizational structure, lines of communication, roles and relationships between departments, Managers, Council, and Chief
- To prioritize action areas and establish timelines

It is important to highlight that a lot of what was achieved in the 2 ½ days are so called intangible benefits, such as relationship building, strengthening capacities, and rekindling of staff and councilors' motivations. The next few pages summarize the more tangible results from the working session. An appendix is included with the transcribed notes from the 2 ½ days.

The next steps in the CCP include creating a strong organizational structure, a positive working culture and actions to implement recommendations. The steps identified by the working session are as follows:

- Hire or designate a CCP coordinator
- Support staff to daily engage in workplace practices to build and sustain a positive working culture
- Develop process for implementing revised organizational structure and decide how to best communicate it (linear, circular, both)
- Confirm and accept top 5 long term strategic actions
- Support 'task forces' in developing workplans for the top five long term strategic actions identified
- Review and prioritize infrastructure investment plan

ORGANIZATIONAL CULTURE AND STRUCTURE





Through individual feedback and large group discussion we discovered some clear themes about what supports and what gets in the way of working well together: **1) the experience of a positive working culture is almost equally divided between the number of items that are working well and the number of items that are not working well; 2) there are currently only a small number of supports for the organizational structure.** Mostly people identified things in the organizational structure that are not working well.

INTERNAL CULTURE

What's working

Commitment,
community pride,
teamwork in crisis,
celebrations, focus,
family ties, humour

What's **not** working

Negativity, jealousy,
lack of communication,
addictions, gossip,
"lots of talk, no action",
community conflict

↖ ↗
The group identified an equal number of strengths and limitations.

EXTERNAL ORGANIZATIONAL STRUCTURE

What's working

Strong leaders,
Tsilhqot'in language

What's **not** working

Silos, staff overload,
no chain of command,
lack of resources,
"too many Chiefs, not
enough Indians", no
structure

↖ ↗
The group identified only a couple strengths but many limitations.

A healthy organization requires a balance of both a positive working culture and a strong organizational structure. This means that the working environment is supported by clear, agreed upon, positive, life-giving values and rituals; and the organization is structured with clear roles, lines of authority and communication. Both the internal environment, and the external structure work together to provide the support required for the team to work effectively, resolve conflicts, and create real change.



Four Perspectives on Developing TI'etinqox's Organizational Structure

As the previous graphic illustrates, everyone agreed that the current organizational structure is not working well. The group was presented with a revised structure and we had a lively conversation on its benefits and drawbacks. The key takeaways were the following:

- Participants wanted to see a visual reference and connections to tradition, language and culture.
- Overall there was agreement that having more hierarchy in the structure would likely address the problem of “too many Chiefs, not enough Indians”.
- The linear presentation of the structure clarifies roles and lines of communication, but some participants argued that the visual representation is based on western models of organizations and felt that it re-emphasizes colonial mentality
- The circular presentation of the structure was well received, but it lacked clarity of roles and lines of communications.

Below are four illustrations of the organizational structure. Each provides a different view and perspective, highlighting different priorities.

1. ORGANIZATIONAL STRUCTURE

This organizational structure shows that Tradition, Language, and Culture permeate the entire organization. In this conversation, tradition, language and culture were considered the highest priority for the organization.



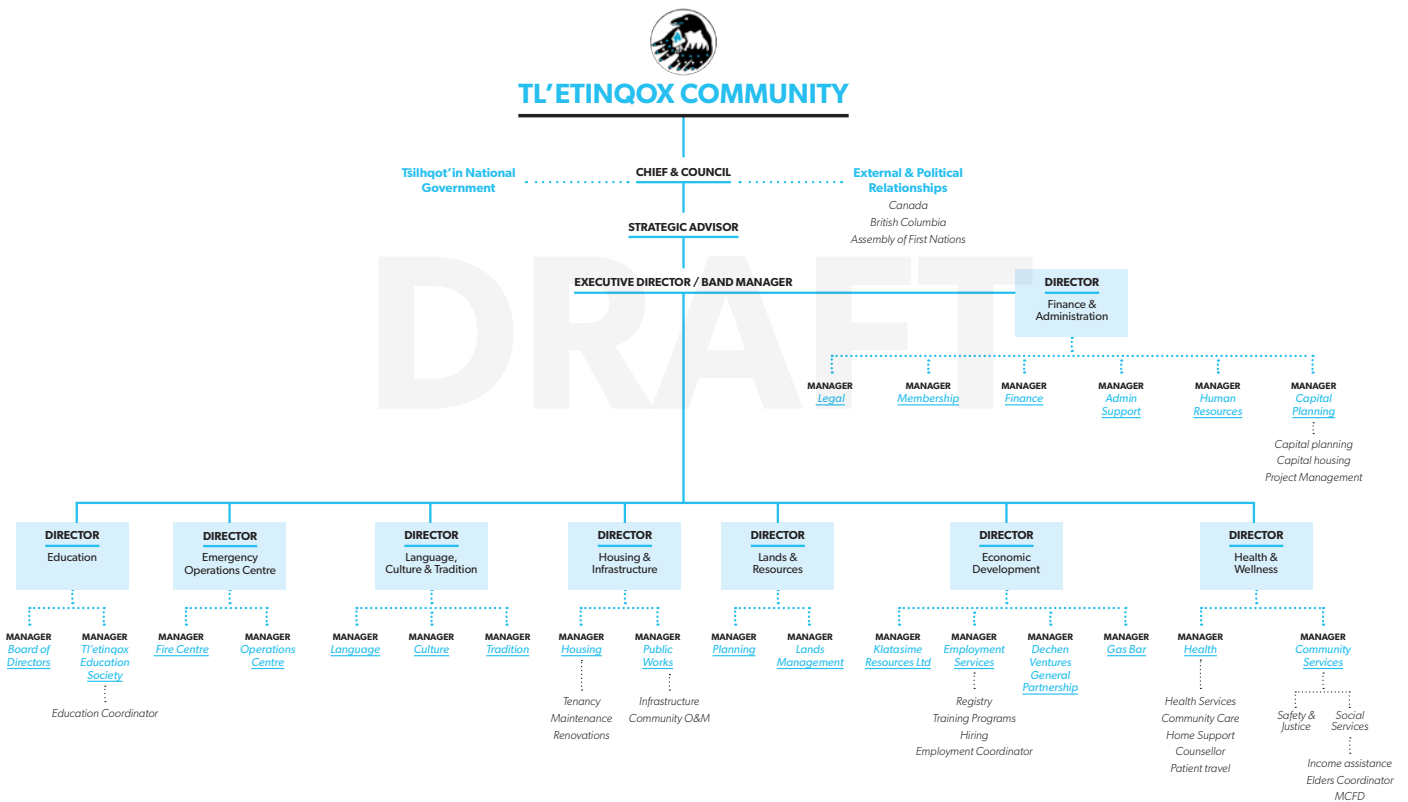
CONSIDERATIONS FOR IMPROVING ORGANIZATIONAL STRUCTURE

- Establish a tradition, language and culture umbrella over the whole organizational structure
- Revisit the Hereditary chief governing structure
- Build policies and procedures after organizational structure is agreed upon



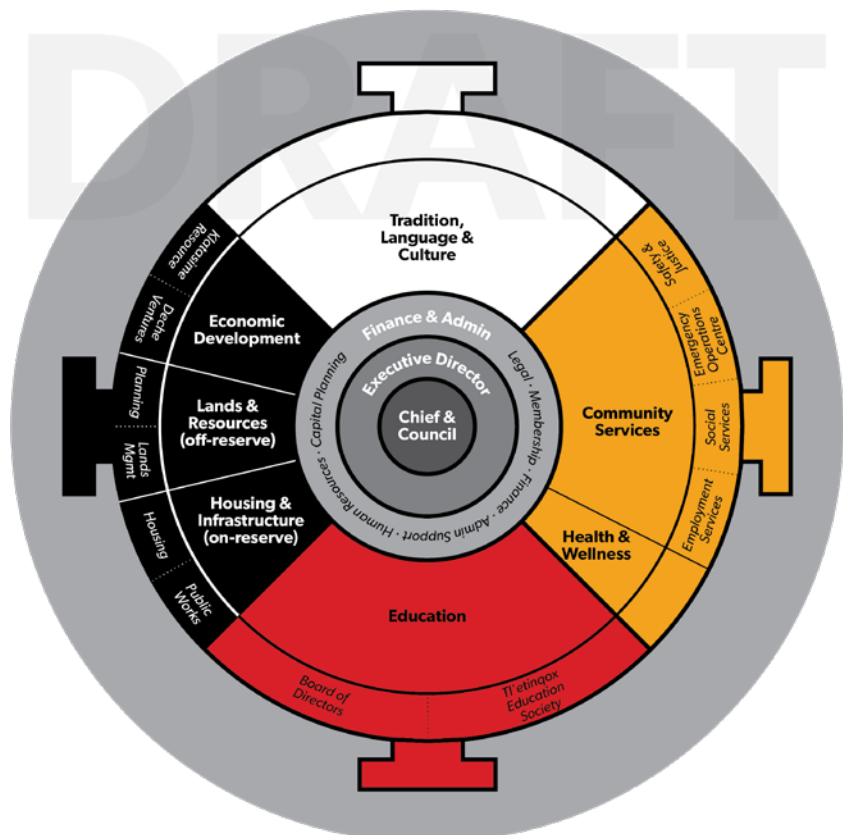
2. REVISED LINEAR ORGANIZATIONAL CHART

This organizational chart shows the lines of communication between staff. It clarifies roles and expectations, demonstrates levels of authority and responsibility, and helps staff know who to talk to and how to problem solve.



3. TL'ETINQOX ORGANIZATIONAL MEDICINE WHEEL

The Tl'etinqox organizational medicine wheel shows how the organization works in harmony - with flexibility, cross-communication, and balance. During the working session, community members expressed their appreciation for seeing the organizational chart expressed in a circle, in addition to the more traditional organizational chart above.



Workplace Practices that Support a Positive Working Culture

During the working session, community leaders identified many different work practices (medicines) that can help to create a healthy workplace where people enjoy their work and are supported to thrive.

Departments and staff are encouraged to agree upon and make a plan to implement some of the practices below.



FOR MEETINGS:

- **Use group guidelines (see box):** Group guidelines guide staff behaviours to ensure they work together in a good way and move forward with the spirit of the vision of the community. These group guidelines can be used at the beginning of meetings, workshops, assemblies, or anytime staff come together to work.
- **Circle check ins:** Starting meetings with a circle check in invites everyone to share how they are showing up and what they need to speak so they can leave it at the door
- **Smudge and prayers in Tsilhqot'in by different staff:** Smudging and prayers invite ceremony into our workplace, connect us with Spirit, and help clear any negativity in the space. When different staff share smudging and prayers, we invite different people to practice leadership.
- **Drum songs:** Drum songs connect us to each other, our culture and to the songs of our ancestors. The medicine of sound and singing heals ourselves and our community.
- **Utilize people's strengths:** By focusing on the strengths and gifts of individuals, groups and the organization as a whole, we help people to feel strong and positive. When we use all the things we have - and don't focus on everything that is missing - we help create a positive culture where people are empowered.

GROUP GUIDELINES

- *be there for each other and the community*
 - *listen well*
 - *talk straight*
 - *step up/step back*
 - *praise often*
 - *be present*
 - *respect*
 - *be open minded*
 - *teaching & learning*
- **Regular departmental meetings:** Weekly or regularly scheduled departmental meetings allows staff to regularly communicate with each other and to make sure that people are working towards the same goals.
 - **Outdoor meetings:** holding meetings outdoor connects us with land and place.



FOR STAFF DEVELOPMENT:

- **Team building:** spending time as a team creates a positive opportunity to enjoy each other's company and create deeper relationships between staff. Team building activities include:
 - Sharing meals
 - Social events
 - Team building days
 - Greetings in Tsilhqot'in
 - Monthly special events
 - Sweats
- **Building skills:** having more skills allows for the team to work better together and solve conflict if it arises. Skill building areas include:
 - Ways of working with conflict
 - Communication skills
- **Safety planning, safety checks**



FOR STAFF INTERACTIONS:

- **Effective and respectful interactions,** include the following:
 - Be grateful
 - Respect differences
 - Encourage support
 - Collaboration with other staff

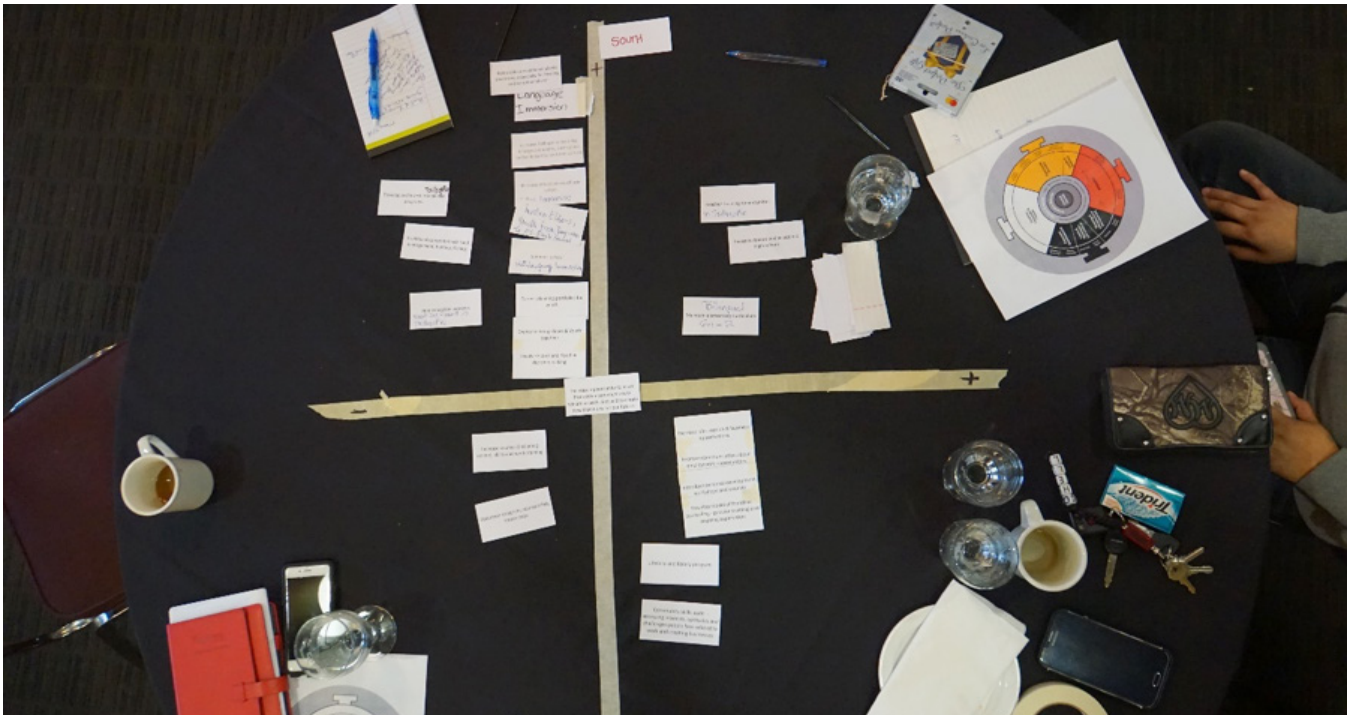


FOR LANGUAGE DEVELOPMENT:

- **Language revitalization** is recognized as foundational to all aspects of healthy community life. Language development includes:
 - 1 week language and culture immersion
 - Daycare, language nest
 - Teach teachers

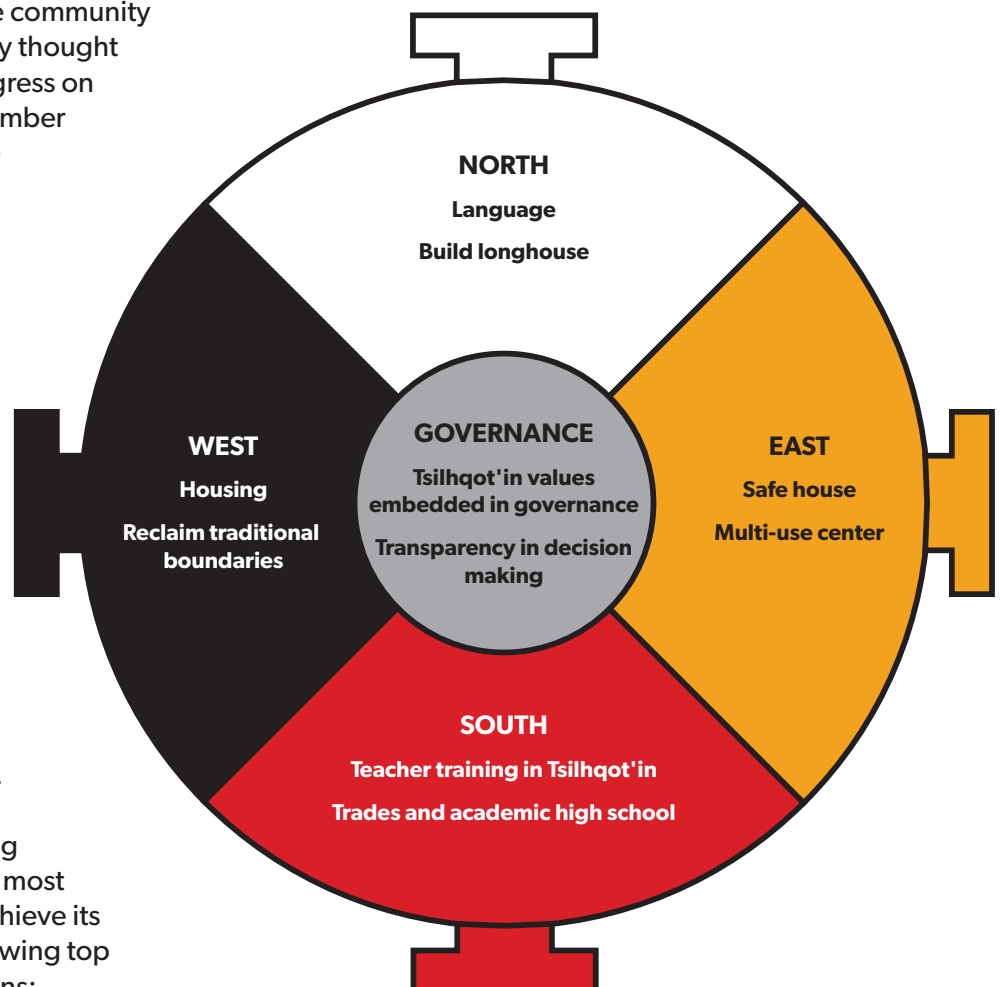
STRATEGIC CCP ACTION AREAS AND TIMELINES





In the first phase of the CCP the community identified over 500 actions they thought were important to making progress on Tl'etinqox vision. Through a number of workshops and activities the community was able to select the top actions needed. This brought down the list of actions to just under 100 community identified actions.

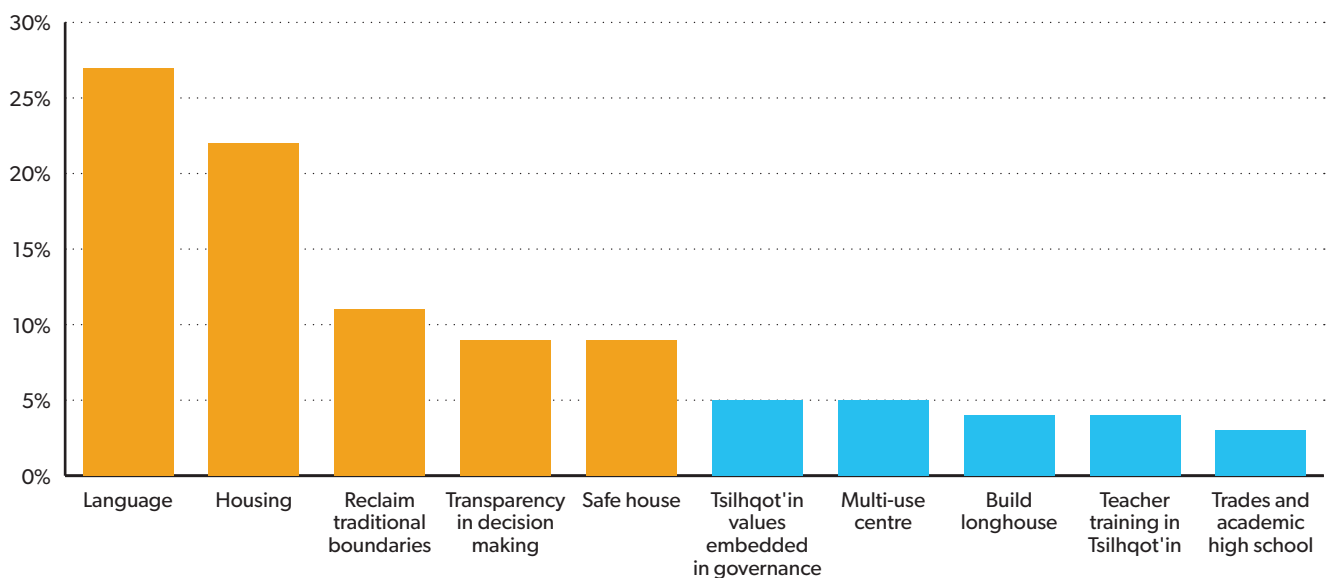
In the Working Session, small groups were assigned to the Medicine Wheel directions and worked through a multi-step planning and prioritization methodology that looked at each action identified in the first phase of the CCP and ranked them by importance and complexity. Through this process each group selected the top two long term actions they thought were most important to help Tl'etinqox achieve its vision. This resulted in the following top ten long term strategic directions:





In the next exercise individuals anonymously ranked the top 10 actions, which resulted in the following overall action ranking:

PRIORITIZED LONG-TERM ACTIONS



We had a group discussion regarding the ranking of the actions and those present agree to focus on further developing and detailing only the top 5 long term strategic actions:

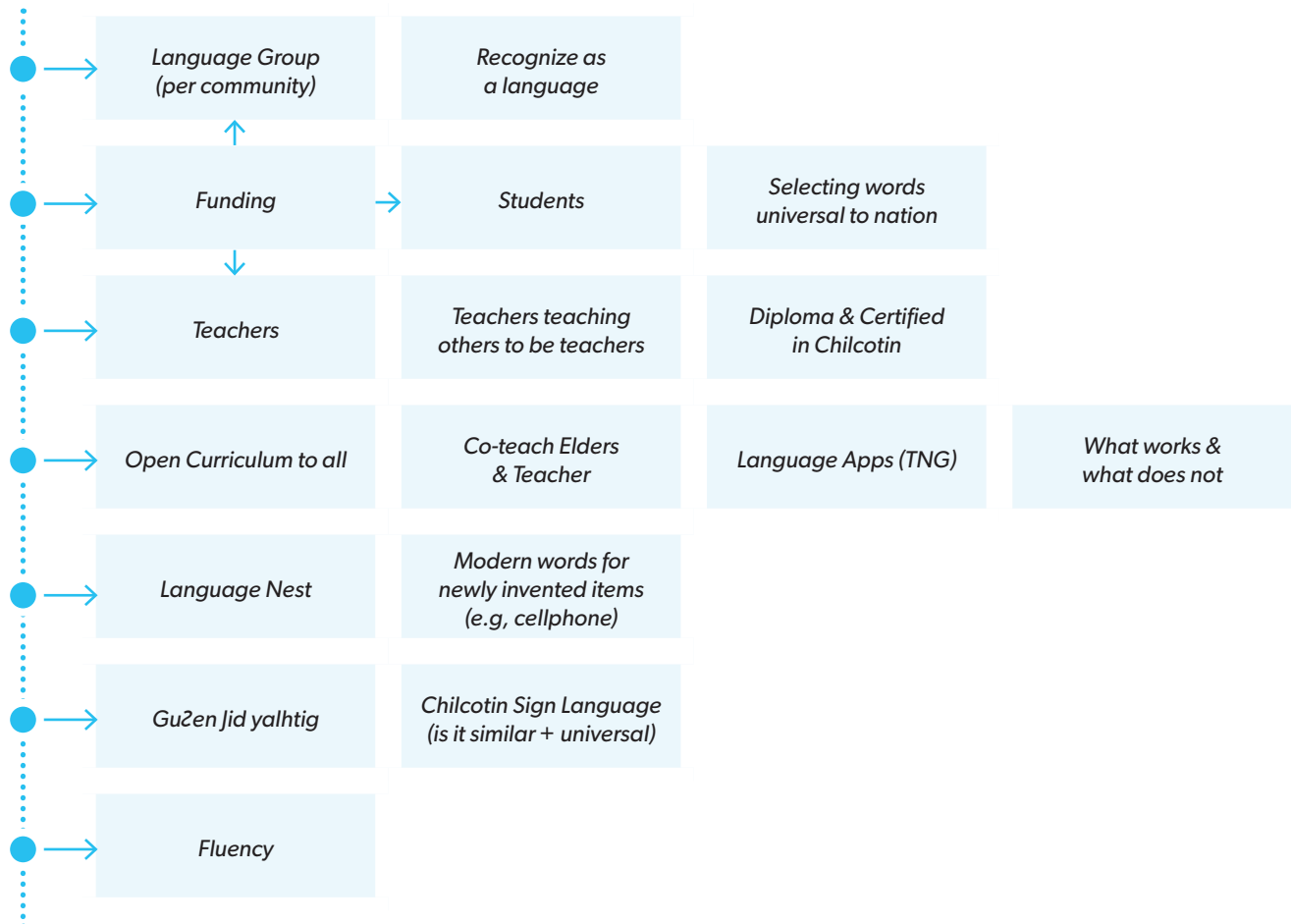
- Language
- Housing
- Reclaim traditional boundaries
- Transparency in decision making
- Safe house

With the top 5 strategic long-term actions identified the participants then self-selected to one of five task force teams to undertake further development of a timeline and specific actions to make progress on these high-level actions. Below is a summary from each of the task force teams, along with the key actions going forward.



TASK FORCE ON LANGUAGE

TOMORROW

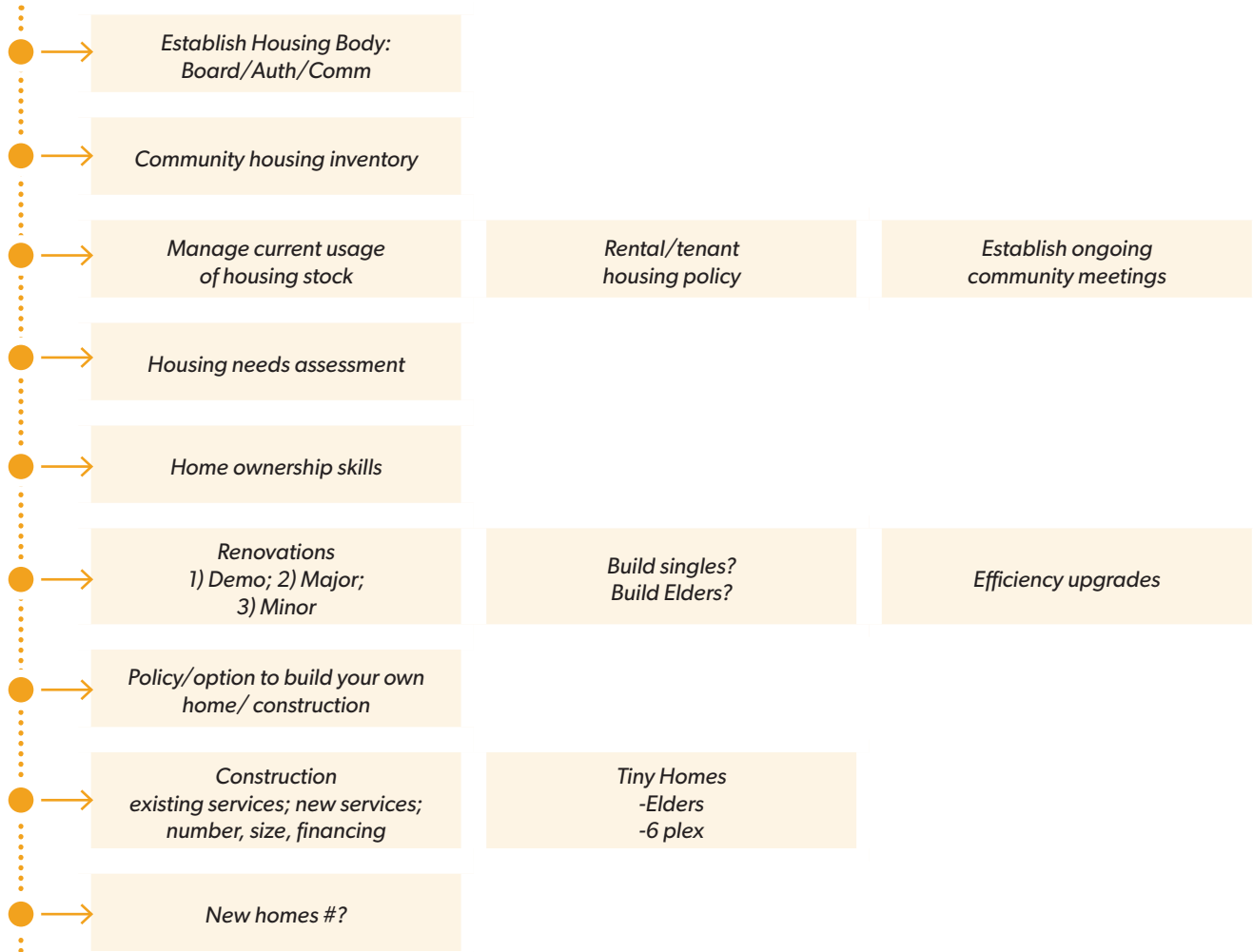


5+ YEARS



TASK FORCE ON HOUSING

TOMORROW



5+ YEARS



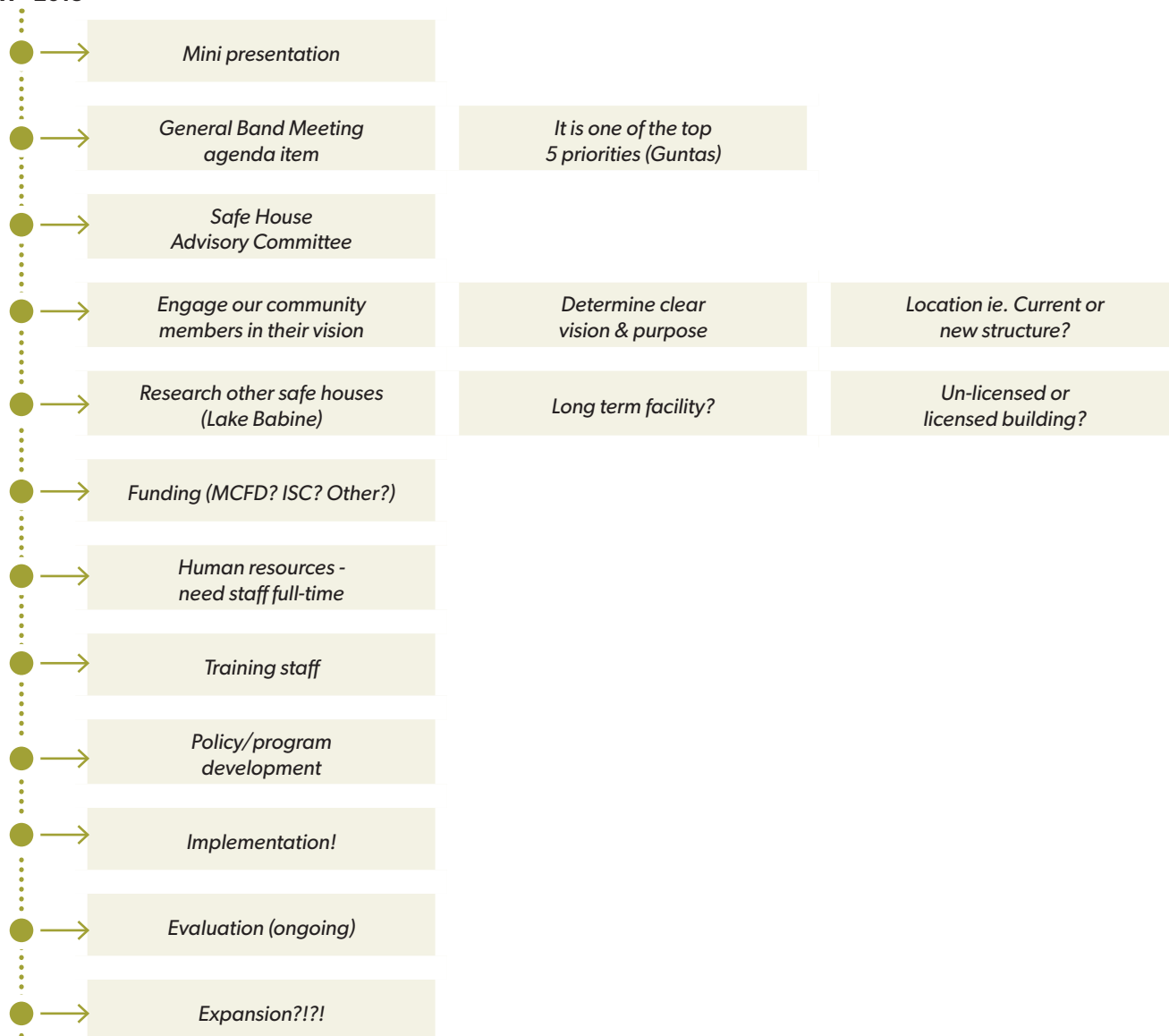
TASK FORCE ON TRANSPARENCY IN DECISION MAKING





TASK FORCE ON FAMILY SAFE HOUSE

NOW - 2018



5+ YEARS

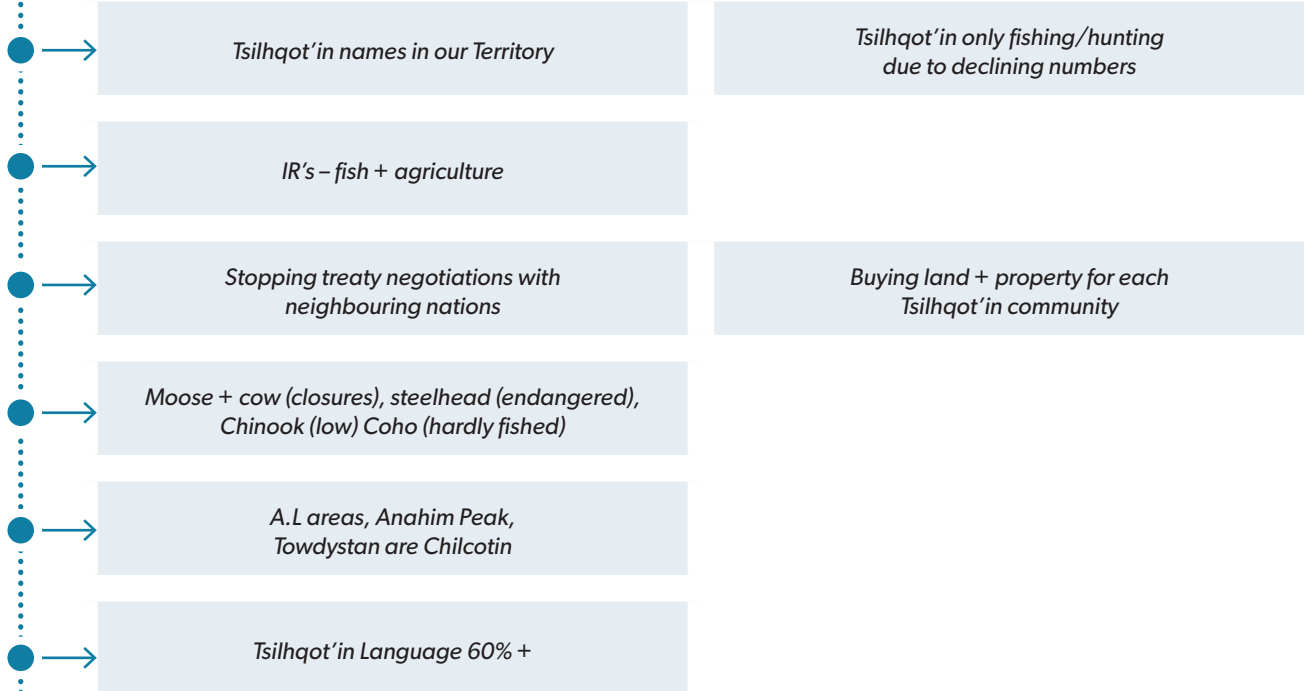


TASK FORCE ON RECLAIMED TRADITIONAL BOUNDARIES

NOW - 2018



5+ YEARS



10+ YEARS

Next Steps in Strategic Long Term CCP Actions

For each of the top five long term strategic actions working groups started to developed timelines and specific actions. Shown below are the results from the working session. The next steps needed are:

- Review and confirm terms of reference for each task force
- Review and detail further the timelines and specific actions needed for the top 5 long term actions
- Develop a yearly workplan with specific actions, resources, responsibilities, and so forth for each strategic action
- Review and prioritize infrastructure investment plan



The top image shows a workshop in progress. On the left, a man in a dark hoodie and glasses points at a whiteboard. The whiteboard has the text "High Priority / High Complexity" written on it. To the right, another man in a baseball cap looks on. In the background, several other whiteboards are visible, containing handwritten notes. One board lists "Healthy Staff", "Clear End Goals", "Sense of humor", "Cultural values", "Community knowledge", and "state of understanding". Another board lists "Conflict", "Diverse thinking", "Physical constraints", "Complexity & many moving parts", "Lack of cultural values", and "Will face able/depending".

APPENDIX: DETAILED NOTES FROM THE WORKSHOP



OVERVIEW OF WORKING SESSION

Purpose

- Bring key personnel, Council and Chief together to increase communication and understanding of how to move ahead
- Establish organizational structure, relationships between departments and Managers, Council, and Chief, lines of communication and roles
- Prioritize action areas and establish timelines
- Strengthen the culture of working together towards a common purpose

Participants

NAME	ROLE
Joe Alphonse	Chief
Eleanor Cooper	Tl'etinqox Councillor
Brendon Harry	Tl'etinqox Councillor
Tyron Harry	Tl'etinqox Councillor
Daana Gilpin	Tl'etinqox Councillor & TNG Neg. Exec Asst
Paul Grinder	Tl'etinqox Councillor
Randy Billyboy	Tl'etinqox Council & TNG
Cecil Grinder	Tl'etinqox Councillor & wellness coordinator
Isidore Harry	Tl'etinqox Councillor & Decehen V. Ltd
Harvey Dick	Tl'etinqox Councillor
Dawn Bursey	Finance/HR
Melanie Johnny	Education/Capital
Kimberley Johnny	Finance Dept
Kaitlyn O'Toole	Social services/Justice
Guntas Kaur	Social Programming
Pier De Paola	Education, School
Ashton Harry	Planning Leader - EOC
Elizabeth Hunt	Legal
Juan (Wisamxw) Cereno	TG. EOC Director
Wanda Dick	Principal Adult ED
Daisy Gilpin	Finance Dept
Daniza DePaola	Education, school
Jay Nelson	TNG Negotiations
Shawn Wiebe	TNG Negotiations
Dolly Kershaw	TNG Negotiations
Shawnee Palmantier	TNG Negotiations

DAY 1 - ORGANIZATIONAL STRUCTURE & CULTURE

Activity 1 – Mapping the organizational structure and culture

Participants were asked to provide their thoughts on the following two questions:

- What supports you to thrive or work well in the organization?
- What prevents you (or gets in the way) from working well in the organization?

These were then organized into structural (outer) and cultural (inner) areas, and are summarized below

CULTURE

Lack of Action

- Lots of talk, no action

Miscommunication

- Mis-understanding
- Mis communications
- Communications
- Lack of communication
- Challenge to collaborate with others, communities & organizations

Community Conflict

- Lack of team work
- Disagreements that make us lose focus/ motivation
- Lack of leadership leads to conflict

Not community-oriented

- Not being there
- More focused on individual/self than community

Lateral Violence

- Lateral violence
- Lateral violence
- Lateral violence

Addictions

- Alcohol
- Drugs and addictions

Negative emotions towards others

- Negativity
- Jealousy
- Selfishness
- Gossip
- Lashing out

Well-being and thinking positively

- Commitment
- Patience
- Enthusiasm
- Thinking positive
- Wellness, healing, spirituality
- Staff are creative and flexible
- Good quality staff that follow through

Teamwork

- Team work
- Sharing knowledge
- Work as a team within the school
- Teamwork in Crisis
- Teamwork

Ways of being, knowing, and doing

- Continued learning from our elders
- Learning from our youth
- Personal development
- Utilizing strengths
- Willingness to step outside of comfort zone

Community building

- Community connection
- Community support
- Celebrating successes
- Our collective sense of humour and deep family ties

Opportunities for professional development and networking

- Leadership
- Opportunity for professional development
- Employees tap into their networks (within and outside of Tl'etinqox)

Community pride

- Community knowledge and experience
- Community Pride

Collective vision

- The vision you have for the legacy you want to leave
- Focus and commitment to change/ there is a collective vision
- End goal to have Tsilqotin Lands back

STRUCTURE

Streamlined roles + responsibilities

- Too many silos!
- Too many “bosses” and not enough workers
- Diverse thinking within our organization
- “Too many Chiefs not enough Indians”

Capacity challenges

- Staff overloaded
- Need more capacity
- Lack of training/professional development opportunities
- Deadlines, capacity

Consistent and clear structure + processes

- Chain of command
- Structure \$ none
- No structure/no chain of command
- Need clear, uniform HR and appeals process

Fiscal and resource constraints

- Lack of direction
- Lack of financial resources
- Lack of resources
- Fiscal constraints

Strong Leadership

- Strong Leadership
- Strong leaders who empower their staff

Opportunities for learning/teaching Tsilhqot'in language

- Learning or teaching the language
- Bi-lingual staff
- Chilcotin Language build curriculum

Integrate Tsilhqot'in traditions

- Strengthen All IR#s Need to use more traditionally

Service delivery

- Focus on delivering services

Strong Leadership

- Strong managers

SUMMARY OF WHAT WORKS AND WHAT GETS IN THE WAY

WHAT WORKS	WHAT GETS IN THE WAY
<ul style="list-style-type: none">• Quality staff• Clear end goal• Sense of humour• Cultural values• Community knowledge + support• Lots of celebrating• Work as a team• Wellness, healing, spirituality• Language (traditional) – bilingual staff• Use territory• Patiences?• Learning from youth + Elders• Service delivery• Networks to draw on• Creativity + flexibility• Willingness to step out of comfort zones	<ul style="list-style-type: none">• Conflict• Diverse thinking• Physical constraints• Complexity and many moving parts• Lack of cultural values• Welfare state of mind / dependency• Difficult to reach + work with community• More staff needed, staff overloaded• Lateral violence + intimidation• Negativity• Structure• Addictions• Lack of directions/ communication• No action• Misunderstanding/ disagreement• Lack of teamwork• Not being there (physical/mental)• No chain of command – too many bosses not enough workers• Lack of resources• Silos• Lack training/ professional development + education

Activity 2 – Review proposed organizational chart

A proposed organizational structure was presented to the group and they were tasked with identifying:

- What works well?
- What needs changing?

What works well

- Can be used as a tool to communicate services in a community
- Can create directors committees to communicate across departments around key issues
- Directors in each department
- Finance function to side dealing with all departments

What needs changing

- Community services needs to serve community
- Community needs to be at centre
- Incorporate women's council
 - *Move social issues forward*
- TNG coordination critical
 - *Connect to other processes*
 - *TNG relationship with communities*
 - *Add in coordinating function*
- Protocols need own standing, supported by??
- Traditional, language, culture dept.??
- Community services too much responsibility
- EOC should be own director (pull out to left hand side)
- What is role of community & C+C
- Lines of communication from C+C out to TNC, Canada, etc.
- Managers under each dept.
- Separate out language, culture & tradition
 - *Add in customs*

- Pull out education into own department
 - *School could be thought of as facility*
- SA & MCFD move over to health + wellness
- Make sure structures don't reinforce colonization
- Be careful not to jump categories
- Need for human resources
- How much of the issues are structure & how much is people needing help to do their jobs
- Need to build policy & procedures after organizational structure is agreed on
- Directors need to step up into positions
 - *Some people need to step back*
- Language needs to be put up higher, prioritized
 - *Needs to be cross-departmental*
- How could staff address multidimensional needs
 - *Deal with social, legal, support etc. needs*
- Raise level of education & training
- Need to revisit governing structure
 - *Hereditary chiefs*

[illegible]

Activity 4 – Developing practices for the workplace the we NEED

Supportive work environment practices

- Weekly staff meeting (departments)
 - Circle check-in
 - “scrums”
 - Sharing ideas
 - Collaborative
 - Encourage support
 - Improve morale
- Team-building days
- Outdoor meeting space

Integrating Tsilhqot’in culture into workplace

- Smudge & prayers to start team meetings
- Prayers in Tsilhqot’in
- Land base education activities
 - Hunting
 - Trapping
 - Skinning
 - Fishing
- Smudge ceremonies
- Drum songs
- Sweats
- Empower staff to share prayers!
 - Ask for a new volunteer when it is time for a prayer
 - Support/encourage those who do
- Go hunting
- 1 week of emphasis of language & culture activities in every department
- Respect our land

Language teaching/learning opportunities practices

- Language immersion

- Day care
 - Language nest
- Greetings, talking circle
- Teach teachers Tsilhqot’in language
 - 1 hr a week with an elder fluent speaker

Respectful workplace practices

- Respect the chain of command
- Acknowledge work & be grateful
- Respect differences (in opinion and personality)
- Lateral respect

Community-oriented workplace practices

- Sharing meals
 - Social events
- Monthly special events

Safety practices

- Safety
- Area knowledge
- Survival skills
- Briefing
- Safety
 - Safety meeting
- Pre-work preparation
- Check on fellow workers everyday
- Check ins before and after
- Safety before and after
- Watch out for private lands
- Wildlife
- Old Wagon Roads
- Safety pre-work check-marked check-ins

DAY 2 – PRIORITIZING CCP ACTIONS

Activity 1 – Prioritizing top long-term actions

Summarized in main report

Activity 2 – Timeline and specific actions for top 5 long term actions

Summarized in main report

Activity 3 – Initial Terms of Reference for task forces

WORKING GROUP

POGG – Peace, Order & Good Government

Who mandated this committee – C&C needs to direct this

PURPOSE

Create: stability, transparency, accountability

1. Governance model
2. Policy & Procedure
 - a. Policy for paid committee TOR develop a paid committee
3. Citizens' Rights & Responsibilities
4. Citizen Code of Conduct

MEMBERSHIP

- 2 C&C
- 2 Senior Admin
- 3 community members (1 youth, 1 elder, 1 interested adult)
- Chair

MEETING ARRANGEMENTS

- Weekly for 2 months
- Teleconference
- Complete within 3 months, ready to be ratified by community in September after summer

First meeting

Thursday, May 10, 2018 EOC Boardroom, 9 am

Who is in charge of communication between meetings? Who will make the agenda?

tbd

Who will take minutes? Who will send them out to the group?

tbd

WORKING GROUP

HOUSING

PURPOSE

Address housing needs
Develop policy around rent/tenancy/ownership
Inventory current housing stock

- Determine maximum/efficient usage

Home ownership skills
Construction schedule \$ (type)
Renovation needs (demo, major, minor)
Develop policy around new buildings, assignment of tenants

MEMBERSHIP

- Housing staff
- Councilor
- Community members (family rep?)
- Construction expert? Capital planning

MEETING ARRANGEMENTS

- Biweekly in early stages and monthly after that

First meeting

Monday, May 7th EOC Boardroom, 11:00am

Who is in charge of communication between meetings? Who will make the agenda?

Dawn/Ashton

Who will take minutes? Who will send them out to the group?

Ashton/Dawn

WORKING GROUP

SAFE HOURS ADVISORY COMMITTEE

PURPOSE

- Research
- Community-led process
- Design of a culturally-safe community-owned family safehouse
- Goal: family preservation = cultural preservation
- Need: accessible and welcoming space

MEMBERSHIP

- Male and female Elder
- 2 Council members
- Youth
- 2 parents
- Health rep
- Social rep

MEETING ARRANGEMENTS

- To be decided!

First meeting

tbd

Who is in charge of communication between meetings? Who will make the agenda?

Social Lead, tbd

Who will take minutes? Who will send them out to the group?

Social Lead, tbd

WORKING GROUP

RECLAIMED TRADITIONAL BOUNDARIES

PURPOSE

- Sharing knowledge, respecting, to find priorities to be dealt with now
- Continued to 5 – 10 years and plan CCP
- Win Title & Rights

MEMBERSHIP

- Chief & Council
- Elder councils with youth councils
- Women councils
- Preparing youth for 5+ years in the future

MEETING ARRANGEMENTS

- Once a month
- C & C meeting schedule along with TNG Negotiations team

First meeting

tbd

Who is in charge of communication between meetings? Who will make the agenda?

tbd

Who will take minutes? Who will send them out to the group?

tbd

